

<b>Position:</b> Language/Administrative Assistant (Albanian)	<b>Employment Regime:</b> Seconded/Contracted	<b>Post Category:</b> Assistant Level AL-4
<b>Ref. number:</b> 062	<b>Location:</b> The Hague, the Netherlands	<b>Availability:</b> ASAP
<b>Component/Department/Unit:</b> Kosovo Specialist Chambers/Judicial Services Division/Victims Participation Office	<b>Security Clearance Level:</b> EU SECRET or equivalent	<b>Open to Contributing Third States:</b> Yes

### Reporting Line:

The Language/Administrative Assistant reports to the Head of the Victims' Participation Office.

### Main Tasks and Responsibilities:

- To manage, monitor and maintain records within the victims' application database and prepare statistical data as required;
- To translate victims' application forms and any accompanying documents into English;
- To check the application forms for completeness;
- To analyse the victims' application forms under the supervision of the Associate Legal Officer;
- To provide draft translation of documents into English;
- To provide consecutive interpretation in all communications with victims and any other stakeholders, as required;
- To maintain direct contact with victims and victim's applicants, as required;
- To undertake any other related tasks as requested by the Line Managers.

### Essential Qualifications and Experience:

- A level of secondary education attested by a diploma
- AND
- A minimum of one (1) year of relevant professional experience, after having fulfilled the education requirements.

### Specification of Education and Experience

- Fluency in verbal and written English;
- Good command of Albanian, both verbal and written;
- Knowledge of general office and administrative support, including administrative policies, processes and procedures;
- Excellent computer skills in MS Office applications (Word, Excel, PowerPoint; Access and Databases);
- Excellent interpersonal and communication skills in English, both verbal and written;
- Willingness to travel to Kosovo, Serbia and other places, as required;
- Good analytical and problem-solving skills;
- Good sense of organisation, ability to identify priority assignments and activities and manage efficiently multiple tasks;
- Tact, accuracy and discretion in handling of sensitive and confidential information;
- Ability to work independently with minimum supervision;
- Ability to work productively in a fast-paced, team-oriented environment and produce accurate work under pressure;
- Ability to establish and maintain effective and constructive working relationships with people of different national and/or cultural backgrounds with respect for diversity;

- Demonstrated gender awareness and sensitivity; ability to promote an inclusive working environment and integrate a gender perspective into tasks and responsibilities.

Desirable

- Experience in a similar position in an international, national or a hybrid court system;
- Experience working with possibly traumatized and vulnerable victims of serious and/or international crimes;
- Knowledge of other official language of the Kosovo Specialist Chambers and Specialist Prosecutor's Office (Serbian);
- Good understanding of the political, cultural and security situation of the Balkans, in particular Kosovo.